

HOUSE JOINT RESOLUTION 469
By Caldwell

A RESOLUTION to honor and congratulate the Methodist Medical Center of Oak Ridge, recipient of the Governor's Tennessee Quality Award.

WHEREAS, it is fitting that this legislative body should honor those exemplary institutions that have had a profound impact on Tennessee; and

WHEREAS, the Methodist Medical Center of Oak Ridge is one such notable institution, a provider of quality, affordable, comprehensive health care for the citizens of East Tennessee; and

WHEREAS, the Methodist Medical Center recently became the first hospital to win the Governor's Tennessee Quality Award in our state, an accolade given only to institutions who demonstrate "world-class standards of excellence through quality management practices"; and

WHEREAS, the medical center has been one of the distinguished recipients of the Tennessee Quality Achievement Award, an award one level below the Governor's Award, for four straight years prior to its most recent achievement; and

WHEREAS, the Methodist Medical Center was selected from a diverse pool of 114 businesses and organizations; the Oak Ridge center rose to the top of the applicant pool as Award examiners scrutinized the applicants on the following criteria: leadership, customer satisfaction, quality improvement, strategic planning, human resource management, and information and analysis; and

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WHEREAS, with more than 1,300 employees, 163 of which are physicians, and 301 beds, the Methodist Medical Center is the second largest employer in Oak Ridge; and

WHEREAS, hospital officials credit each of these 1,300 plus exemplary employees with the extensive, ongoing quality improvement gains the institution has seen; employees throughout the medical center participate in numerous quality teams, whose efforts have resulted in shorter waiting times for patients, improved pain control, better cost control and a stronger emphasis on the privacy and dignity of patients and their families; and

WHEREAS, the hospital administration's commitment to further improvements is evident in their statement that "quality is not a destination, it is an ongoing process that will continue to be important"; and

WHEREAS, such advanced institutions provide powerful examples of excellence, quality and productivity for other businesses to emulate, and we hereby honor the Methodist Medical Center of Oak Ridge for their dedication to quality care and the people of our state; now, therefore,

BE IT RESOLVED BY THE HOUSE OF REPRESENTATIVES OF THE ONE HUNDREDTH GENERAL ASSEMBLY OF THE STATE OF TENNESSEE, THE SENATE CONCURRING, That we congratulate the Methodist Medical Center of Oak Ridge upon receiving the prestigious Governor's Tennessee Quality Award, honor the staff and administration for their excellence in care-giving and management, and wish them much success as they continue to improve and innovate.

BE IT FURTHER RESOLVED, That an appropriate copy of this resolution be prepared for presentation with this final resolving clause omitted from such copy.